



COD Processing Update

July 29, 2005

Direct Loan

COD News

COD System Maintenance Planned For Sunday, July 31, 2005 (07/27/05)

The COD System will undergo routine maintenance on Sunday, July 31, 2005 from Midnight until 6:00 A.M. (ET). During this period, users will not be able to submit or retrieve data via the COD Web site. Additionally, batches submitted by schools will be held and not processed until after the COD System comes back up. COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.

Extended Direct Loan Electronic MPN Web Site Outage For Sunday, July 31, 2005 (07/27/05)

As a reminder, the Direct Loan Electronic Master Promissory Note (MPN) Web site is unavailable every Sunday morning from 5:00 A.M. until 11:00 A.M. (ET) while routine maintenance is performed. During this period, borrowers are not able to complete new MPNs electronically or retrieve existing MPNs that were completed electronically.

Due to COD System routine maintenance on Sunday, July 31, 2005, the Direct Loan Electronic MPN Web site will be unavailable for an extended period of time from Midnight until 11:00 A.M. (ET). As previously noted, borrowers will not be able to complete or retrieve MPNs during this extended period.

COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.

Record Submission Due Date For 2003-2004 Closeout [07/01/05 (Updated 07/29/05)]

COD would like to remind schools that the closeout processing deadline for the 2003-2004 Direct Loan Program Year is **July 29, 2005--Today!**

To meet the closeout deadline, all records must be submitted to the COD System no later than 8:00 P.M. (ET) today, Friday, July 29, 2005. (Note: As always, all submitted records subsequently must be accepted by the COD System in order to be included in your school's final Ending Cash Balance for 2003-2004.)

To be considered successfully closed out, schools must have an Ending Cash Balance of \$0 and Total Net Unbooked Disbursements of \$0, as reflected on the School Account Statement (SAS) Report.



Common Origination and Disbursement

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Please also refer to DLB-04-26 (<http://www.ifap.ed.gov/dlbulletins/DLB0426.html>), DLB-05-08 (<http://www.ifap.ed.gov/dlbulletins/DLB0508.html>), DLB-05-10 (<http://www.ifap.ed.gov/dlbulletins/DLB0510.html>), and DLB-05-13 (<http://www.ifap.ed.gov/dlbulletins/DLB0513.html>) for more detailed information about closeout.

NEW!

Unlocking And Resetting COD Web Site Passwords (07/29/05)

COD would like to remind COD Web site users that Security Administrators (COD Web site User Level 5) are able to unlock and reset passwords for the users (User Level 1-4) they established at their school or organization. However, if the Security Administrator needs his or her password unlocked or reset, the Security Administrator must contact the COD School Relations Center.

In order to unlock users, a Security Administrator should log in to the COD Web site, www.cod.ed.gov, and complete the following steps:

- Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on the User tab on the blue bar at the top of the screen. The User Search screen displays.
- Step 2: Enter the search criteria for the user and click on the submit button at the bottom of the User Search screen. The Search Results screen displays and lists users that match the search criteria.
- Step 3: On the Search Results screen, select the name of the user that needs to be unlocked. The User Information screen displays.
- Step 4: Click on the Modify button at the bottom of the User Information screen. The Update User Profile screen displays.
- Step 5: The Locked Out box on the Update User Profile screen contains a checkmark. Click on the Locked Out box to remove the checkmark.
- Step 6: If a new temporary password is not needed, skip this item and go to Step 7. If a new temporary password is needed, enter the new temporary password in the New Password field. Then re-enter the new password in the Re-enter New Password field to confirm. The user will need to change this password to one of his or her choosing.
- Step 7: Click on the submit button at the bottom of the Update User Profile screen. The Update Your Profile screen displays.
- Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.

This information is also posted on the COD Web site in a document entitled "Unlocking And Resetting COD Web Site Passwords." To access the document *before* you log in to the Web site, click on the "[Click here if you are looking for more information on Common Origination and Disbursement](#)" Link. To access the document *after* you log in to the Web site, click on the "Today's Updates" link at the bottom of the page.

Schools can refer to the Electronic Announcement on the IFAP Web site, <http://www.ifap.ed.gov/eannouncements/0316UpdateCODWebsiteaccessforschools.html>, for information regarding COD Web site access. Third party servicers can refer to the Electronic Announcement on the IFAP Web site at



Common Origination and Disbursement

COD Processing Update

<http://www.ifap.ed.gov/eannouncements/0316UpdatedCODWebsiteaccessforthirdpartyserver.html>

COD Web Site Performance Problem (07/25/05)

Since July 21, 2005, COD users are experiencing intermittent problems with the COD Web site. When trying to navigate the Web site, users may experience lags in searches as well as missing links and log errors. The COD technical team is aware of these issues and is working to resolve them as quickly as possible. In the meantime, we appreciate your patience. We will provide updates as soon as they become available.

Resolved Issues

Described below are “Current Issues” that have been resolved. A full description of each issue will remain in this section for 7 calendar days following the “Updated” date. If a clean up is required, the title of the issue will then be moved to “Resolved Issues In Clean Up.”

For the full description of a resolved issue after it is removed from this section, refer to previous postings of the COD Processing Update on the IFAP Web site, www.IFAP.ed.gov/. The COD Processing Update is posted to the IFAP Web site each Friday.

Issue With Submitting The 2003-2004 Balance Confirmation Form Via Web [05/31/05 (Updated 07/25/05)]

Previously, some COD Web site users were unable to submit the Balance Confirmation Form via the COD Web site’s School Balance Confirmation screen. This issue was isolated to users with Netscape Navigator version 7.1 and 8.0 Internet browser. After clicking the “I Agree” tab on the School Balance Confirmation screen, users were redirected to the login page or received an error message.

On July 19, 2005, the COD Development team implemented a code fix for this issue, and no new instances of the issue have been reported to date. In the future, if a school suspects that it is experiencing this issue, it should contact the COD School Relations Center to report the affected record.

Reports and Data Requests

NOTICES

This section contains important notices regarding reports and/or data requests. While we encourage you to review this section, note that some schools may not be impacted by the information presented below.

- Funded Disbursement Lists For July 19, 2005—

Have all now been sent to schools’ SAIG mailboxes. These reports are also available on the COD Web site. COD apologizes for any inconvenience caused by the delay. [7/21/05 (Updated 7/26/05)]



Common Origination and Disbursement

COD Processing Update

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| <ul style="list-style-type: none">• Funded Disbursement Lists For July 26, 2005—• Funded Disbursement Lists For July 27, 2005—• Funded Disbursement Lists For July 28, 2005— | <p>Have been sent to schools' SAIG mailboxes. However, these reports are not available on the COD Web site. COD will inform schools when these reports are available on the web. (07/27/05)</p> <p>Have been sent to schools' SAIG mailboxes. However, these reports are not available on the COD Web site. COD will inform schools when these reports are available on the web. (07/28/05)</p> <p>Have been sent to schools' SAIG mailboxes. However, these reports are not available on the COD Web site. COD will inform schools when these reports are available on the web. (07/28/05)</p> |
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Except as listed below, all Direct Loan reports and data requests are available as specified in Volume VIII, Section 8 of the 2004-2005 COD Technical Reference and Volume VI, Section 8 of the 2005-2006 COD Technical Reference posted on the IFAP Web site at www.IFAP.ed.gov/. There are issues with the following Direct Loan reports and/or data requests:

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|---|---|
| <ul style="list-style-type: none">• Direct Loan Rebuild File— | <p>Schools in need of this file should contact the COD School Relations Center.
[08/25/04 (Updated 07/12/05)]</p> |
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Current Issues

“No Response From Server” Error Message On The COD Web Site [07/25/05 (Updated 07/27/05)]

Schools are receiving the error message "No Response From Server" after updating and/or creating records via the COD Web site, and a web-based response is not displaying on the web. However, the records are processed in the COD System. Schools with a Web Activity Response Option set to "Y" are receiving a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, when a school receives this error message, it will need to access the batch screen to determine if the records were accepted or rejected.



Common Origination and Disbursement

COD Processing Update

“Outgoing Message Queue Not Available” Error Message On The COD Web Site (07/27/05)

Some schools are receiving the error message “Outgoing Message Queue Not Available. See Log For Details” after updating and/or creating records via the COD Web site. Additionally, the records are not processed in the COD System. As a result, a web-based response does not display on the web, and schools with a Web Activity Response Option set to "Y" do not receive a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, if a school receives this error message, it should submit its records via batch to ensure the records are processed successfully.

COD Incorrectly Rejecting For COD Edit 039 [12/27/04 (Updated 04/15/05)]

COD became aware of an issue that results in schools receiving COD Edit 039 (Incorrect Award Amount) in error. This sometimes occurs when schools submit changes to awards to lower the amount to zero through either batch or online processing.

COD has made significant progress in analyzing the issue and is currently developing a code fix. COD will continue to provide updates as more information becomes available. In the meantime, please do not resubmit your records. We appreciate your patience as we work to resolve this issue.



COD Processing Update

Pell Grants

COD News

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Pell Grant Year-To-Date Record [12/01/04 (Updated 07/14/05)]

The Pell Grant Year-to-Date (YTD) record (PGYRxxOP) can be used to assist a school with its year-end and ongoing reconciliation processes. Due to a COD System issue that continues to affect the Pell Grant YTD record and that has taken longer than expected to resolve, we continue to caution schools not to use the YTD record for rebuilding a complete student record or Pell database until the issue is resolved.

The issue is as follows:

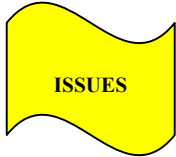
In some cases, when we process more than one disbursement transaction for the same disbursement number on the same day, the individual transactions **are currently not reflected in the YTD record and on the COD Web site**. Instead, one combined disbursement transaction is reflected with the correct disbursement amount, the correct disbursement date, and the highest disbursement sequence number.

Note: If a school encounters difficulty processing further disbursement activity through its software for a disbursement affected by this issue, the activity can be performed on the COD Web site.



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Reports and Data Requests



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- Pell Year-to-Date (YTD) Records— For all award years, are being sent to schools' SAIG mailboxes (Message Class PGYRxxOP). The YTD record can be used to assist a school with its year-end and ongoing reconciliation processes. Until resolution of a current COD System issue affecting the YTD record, we caution a school not to use the current YTD record for rebuilding a complete student record or Pell database. See the "Pell Grant Year-To-Date Record" item in the COD News section of this document for an explanation of the issue. [10/05/04 (Updated 02/09/05)]

Resolved Issues In Clean Up

COD has implemented code fixes for the issues listed below and is cleaning up the affected records. After a clean up has been completed, its status will be updated and it will remain in this section for an additional 7 calendar days.

<u>Issue</u>	<u>In Progress</u>	<u>Completed</u>
Pell Grant Information Not Updated In NSLDS	√	

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